

Mitchell Building  
125 North Roberts Street  
Helena, MT 59601  
(406) 444-3871  
pdc01@mt.gov

### Patrick Edgar



Educational  
Background:

Doctor of Public Administration,  
University of Southern California  
BA History/Political Science and  
Master of Public Administration,  
University of Montana  
Master of Divinity, Franciscan  
School of Theology, Berkeley,  
California

# INSTRUCTORS

### Jane Rhodes



Educational  
Background:

M. Ed - Masters in Education,  
Montana State University, Northern  
BS - Secondary Education  
(Mathematics), University of  
Montana, Western  
Certified Leadership Challenge®  
presenter

### REGISTRATION

#### Email-

pdc01@mt.gov

#### Online-

pdc.mt.gov/register

#### Phone-

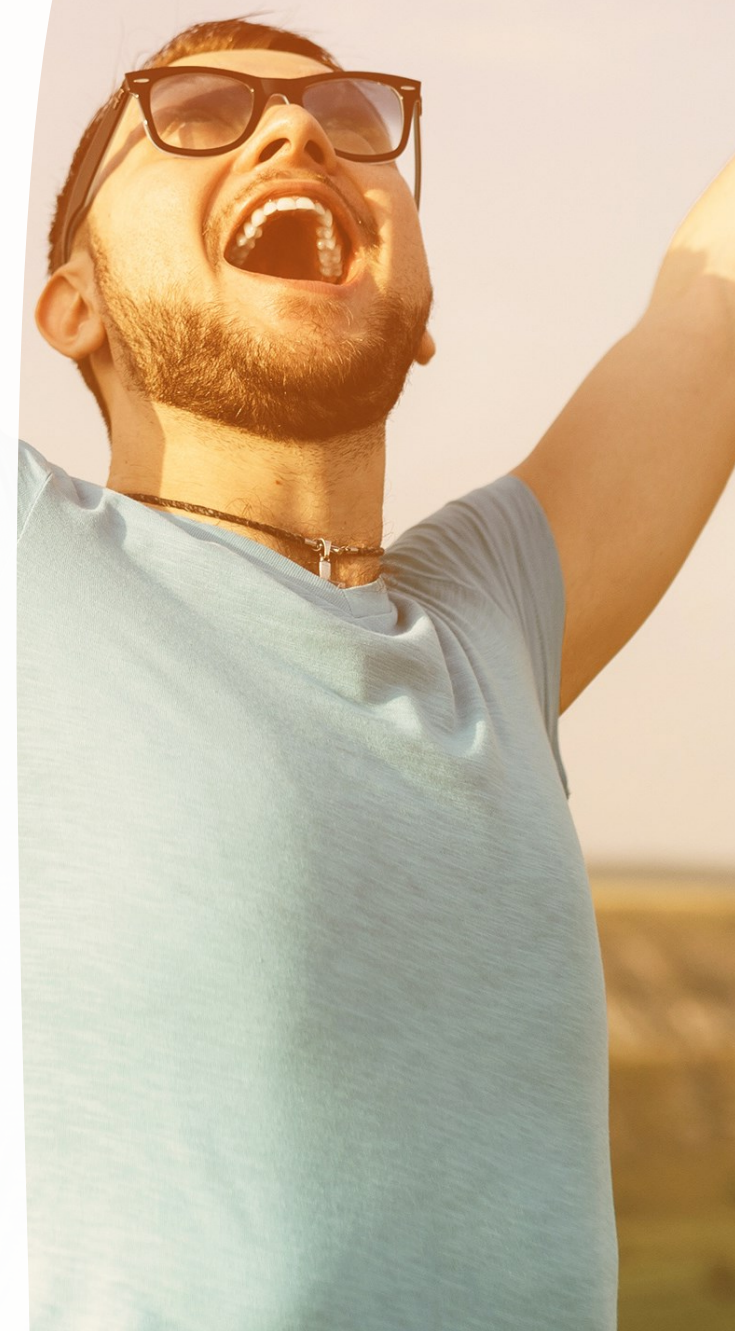
(406) 444-3871



© State PDC

# OFFICE SUCCESS STRATEGIES

STATE PROFESSIONAL DEVELOPMENT CENTER







This series is an introduction to the many aspects of an office environment. Topics covered include teamwork and office relationships, prioritizing and calendaring, meetings and travel arrangements, working on a team, and office etiquette.

## 1 MANAGING MULTIPLE PRIORITIES 8:30-4:30

In the workplace today, everyone seems to want something now. The public, your coworkers, your boss - they all think the work you're doing for them is most important. And it is. That's why you need to manage multiple priorities. This half-day class provides insight into your mode of dealing with priorities and tools to reduce the stress to do your best.

## 2 WRITING CLEARLY AND CONCISELY

Style is the extent to which writing provides clear, specific communication in a way that is pleasing to the ear. Communicating in plain language helps the reader understand the message easily. It avoids wordy, convoluted language and jargon.

## 3 GRAMMATICALLY CORRECT

Grammar provides the structure to the string of words that form sentences. Grammatical errors interfere with the message, distract the reader, and reflect poorly on the writer.



## 4 PUNCTUATION FOR CLARITY

Punctuation helps organize the content of writing for the reader. Proper punctuation increases the clarity of written communication and avoids problems of ambiguity and misinterpretation.

## 5 EFFECTIVE E-MAIL WRITING

How you write gives the reader an indication of your professionalism and attitude. Your email needs to engage the reader's interest quickly. It must be concise, but still contain enough content so that it is not ambiguous or misleading.



## 6 THE RESPECTFUL WORKPLACE 8:30-4:30

We can't handpick the people with whom we must work. It would be naive to expect a friendly, helpful, accommodating person every time. Very often, we come across someone who seems -to us, at least -difficult to deal with. It's just as naive not to recognize that we may be difficult ourselves. Our partner in communication has to deal with our character quirks and may be hard pressed to find a productive way to interact with us.

## 7 WORKING ON A TEAM 8:30-4:30

How employees interact ultimately affects the successful operation of every organization. Creating an effective team requires certain leadership skills. We will discuss communication skills, credibility, common purpose, and the stages necessary to build an effective team.

## 8 EFFECTIVE MEETINGS

In this class we will discuss how to set expectations, identify meeting types, enhance the meeting environment, deal with difficult participants; keep the meeting on track; and record decisions and actions.

## 9 OFFICE COMMUNICATION

This course offers practical tips and tools for persons whose main job is helping others. Administrative support staff manages the communication flow at work. Active listening is an important part of that communication along with being clear. We'll discuss the communication process and look at the differences between aggressive, assertive, and passive communication.

Available for POST, CEU, and OPI Renewal



8:30 a.m. - noon



### Investment:

Each class costs \$95+ any additional materials fees

Or take all 9 classes for \$595 + 10% materials fees

(Discounts for multiple attendees from one organization)